

Troubleshooting Step Sort Cards

NAME _____ DATE _____ PERIOD _____

Print one sheet, cut out all fifteen cards, and keep each row's three cards together in one envelope or paper clip. Give a team the row that matches its Help Desk scenario card.

Your job. The three steps for your scenario are out of order. Put them in the order a help desk tech would really try them, then program that order into your micro:bit. The cheapest and fastest check goes first. The step that costs the most time or money goes last.

SCENARIO	CARD A	CARD B	CARD C
1. Printer not working	Restart printer	Check power cable	Check paper tray
2. Wi-Fi disconnected	Forget and reconnect network	Check airplane mode and Wi-Fi	Restart the laptop
3. Software crashing	Check for updates	Close and reopen app	Restart computer
4. Computer won't turn on	Test the outlet or charging light	Try an approved spare charger or escalate	Check charger and cable
5. Password reset	Use the official password reset link	Check caps lock	Verify the username and account

Talk it out before you commit. Say your order out loud to your partner using this stem: "We put _ **first because it takes the least time, and we put *last because* ____.**"

Check yourself. Ask one question about your first card: if this step fixes the problem, is the user done in under a minute? If the answer is no, that card probably belongs later.